



PLS System Meeting – Summary
June 15, 2012
@ Pioneer Library System

Jeanna Ruter, **AVO**; Laurie Newell, **BLO**; Diana Thorn, **BRI**; Jenny Goodemote, Mary Ferris, Ron Kirsop, Kelley Blue, **CAN**; Terry Dearing, **DAN**; Beth Horn, Chris Finger, **GPL**; Wendy Krause, **HPL**; Cathy Allen, **LIM**; June Hamell, **MAC**; Blanche Warner, **NAP**; Elly Dawson, **NEW**; Anne Tobin, **ONT**; Patricia Baynes, **PAL**; Janet Rossman, **PER**; Louise Furber, Deb Dennis, **PHE**; Stacey Wicksall, **RJ**; Donna Norris, **ROS**; Carol Garland, **SOD**; Angel Wright-Sackett, **SS**; Pat Evans, **VIC**; Anna Grace, **WADS**; Dottie Pat, **WOL**; Cassie Guthrie, Betsy Morris, Lindsay Stratton, Jim Frey, Bob Wicksall, Aaron Zsembery, Ellen Reynolds, Cindy Gardner, Jeanne Hayes, **PLS**.

Birds of a Feather: Exploration of GPLs Foundation Center Cooperating collection — 7 attendees
Twiki: <http://plum.pls-net.org/twiki/bin/viewauth/Members/Meetings/SystemMeeting20120615>

Announcements

Cassie (PLS):

- Summer reading brochures from state legislators – sample of Assemblyman Oaks’ shared. The brochure has the current NYS summer reading logo, website for summer reading, and encourages people to visit their local library. Cassie encourages libraries represented by a participating legislator to make their brochures available to patrons and to consider contacting legislators via phone, email, or Facebook to let them know we appreciate their participating and partnership.
- *Handout:* Staff Exchange Program. Idea that came out of the October 2011 Focus Group. Committee is Elly Dawson, Melissa Correia, Nancy Burns, Jeanna Ruter and Cassie. Please fill out form, copying if needed for multiple staff, and return to PLS/Jeanne Hayes by Aug 3.

Jeanna (Avon): Encourages all directors to send staff so they can experience and learn from visiting other libraries. Directors have this opportunity when attending PLSDAC and library staff will benefit from this exchange program.

Betsy (PLS):

- Documentation on the System Meeting page lists issues encountered with the recent Kaspersky upgrade. We appreciate your patience and efforts. Thank you to Aaron for all his work, spending hours on the phone with Kaspersky and working to achieve solutions.
- The online Construction Grant Application for 2012-2015 is open and due for Pioneer’s review process by Wed, Aug 29. Beginning this grant cycle, qualifying libraries can apply for to 75% of the project cost (50/50 match was previously the only option.) Libraries must meet criteria approved by the PLS board, including an explanation of how the project will address the service needs of the economically disadvantaged community. See Twiki: <http://plum.pls-net.org/twiki/bin/view/Members/ConstructionGrants2012> and also Monday’s PLS notes. Reminder: If your building is over 50 yrs. old you have to fill in a SHIPO form, and depending on the project, you may have to fill out another SHIPO form even if previously submitted.
- Two DVDs of the May trustee workshop *Good Financial Stewardship* will be barcoded on Monday and can circulate. PLS is also investigating streaming the program.

Heidi (PLS): SkyRiver for cataloging, LOVE IT! This program has many great features, better than OCLC. SkyRiver can also search for a record using an ISBN, or UPC. If not found after 2 weeks, then PLS can create a record. PLS can no longer take OCLC accession numbers; libraries can send the item, or just the ISBN or UPC number. Works beautifully!

Bob (PLS): An email was sent to libraries with a link to try the EverGreen OPAC, upgraded version. This uses old data and won’t affect the live catalog. New OPAC will be much faster for patrons using dial-up or with low bandwidth. Some libraries have already sent feedback, e.g. dropdown terms listed as format choices (uses MARC record lingo, not patron friendly), and Lists (formerly BookBags) that currently only display the 1st 10 items. PLS is aware of these issues and is working to fix them. If you haven’t already, please give the new version a try and continue to send feedback.

Lindsay (PLS): If you’d like to stay after the system meeting, you can try the new version in the computer lab and Lindsay will be there to help walk you through some features.

Cindy (PLS):

- Budget Kit is almost ready, just needs to be collated and will be in delivery next week. Thank you for all the information you sent. The budget kit is as good as the data that goes into it and I appreciate your sending it.

Ellen (PLS):

- COSAC (Coordinated Outreach Services Advisory Council) met 5/30 and chose to focus 2012 Outreach funds on developing 2 workshops and some new theme kits. COSAC representatives are from area organizations that serve the eight targeted populations defined by NYS for Outreach. COSAC also includes two PLS library representatives: Nancy Burns and Melissa Correia. Based on the success of the newest Caregivers' Kit, the group wants to broaden the scope to address other topics which people may be less likely to ask for help with at the library due to privacy concerns and time constraints.

The five new kit topics: job seekers- libraries can use for workshops; loss/grief (divorce, job, death); autism awareness and understanding (use w/ Scout troops, classrooms, etc.); early literacy – primarily for parents; and safe home – for older adults.

Workshops: Early Literacy training using the 2nd edition and customer service to special populations.

If you have other ideas, please contact Ellen or Nancy Burns or Melissa Correia.

- BookLetters orders, as per email 6/11, are **due June 25**. Please note that there will be no date extension or follow-up phone calls made.
- Group orders: *Heroes in the Attic* by Dennis Beilewicz (Ontario resident and former librarian), www.dennisbielewicz.com, and *Return of the White Deer* by Robert Sells (retired physics professor), martinsisterpublishing.com
- Assorted Outreach flyers on table to take. New senior flyer *Elder Services* w/ order form, contact Nancy Herzig.

Pat (VIC): free – DVD cases. Take what you need.

Wendy (HPL): Tablets available with schedule of "Performances at Honeoye Lake," a library sponsored program.

Betsy (PLS): Driving to CA for ALA conference!

Carol (SOD): Friends sponsored paperback book sale & took in ~\$600. Remainders offered to non-profit local organizations, and offered free to public Mon-Tues, 10 -2pm. —everything gone on Monday by noon!

Elly (NEW): Newark held a few free days after their booksale and recycling took the rest.

Pat (VIC): Victor doesn't save discards for the book sale. They are on a free shelf all year. The library receives many quality donations for the book sale.

Jenny (CAN): Wood Library vote scheduled for July 17, asking for \$600K (29¢/\$1,000 of assessed value). The Friends planned information sessions and invited community organization. The library will remain an association library. Vote to be held at the Canandaigua Elementary & Cheshire Fire Hall, same time 7am-9pm and locations as school vote is held.

Aaron (PLS): will contact the libraries with computers that need additional help in getting Kaspersky installed.

Elly (NEW): Kodak has surplus furniture that non-profits can, with prior arrangements, get for free. Need photo ID and sign release of injury liability. Newark is picking up "new" to them furniture that a board member, who is in the furniture business, says is very nice stuff. Contact Elly for more information.

Resource Sharing

Wendy (HPL): Nations of the World, 4th edition. ISBN 978-1-59237-760-2. Grey House Publishing 800-562-2139. A handy reference to use for planning a trip or for a school report. Contains maps, political, business, economic information, dress code, holidays, exchange rate, etc. \$180/\$162 free shipping.

Ron (CAN): He is currently reading: *Build mobile: websites and apps for smart devices* by Earle Castledine, Myles Eftos, Max Wheeler. ISBN 9780987090843. For wider audience appeal he recommends *Geek Dad's Guide to Weekend Fun: cool hacks, cutting-edge games, and more awesome projects for the whole family* by Ken Denmead. ISBN 9781592406449. Not a lot of fancy equipment needed. There are 3 different Geek Dad books.

PLS Plan of Service

See PLUM: <http://plum.pls-net.org/twiki/bin/view/Members/Meetings/SystemMeeting20120615>

Handouts: *Plan of Service Survey* (January 2012)

Cassie started the session with a PowerPoint presentation reviewing the reasons for and requirements of the Plan of Service. A show of hands in the room showed that a few directors have not been through this process before. Cassie then shared the results of January's survey on System Services.

Highlights

- ❖ 33 of 42 libraries responded to the survey. A few results stood out. Technology (non EG) ranked higher among smaller libraries than larger.
- ❖ Discussion: Continuing Education ranked high in all categories (use, value & priority) except for satisfaction.
- ❖ Was this dissatisfaction due to CE selection, facilitators, other?
 - Due to reduction in mileage payment?
 - Reduced mileage reimbursement may contribute to dissatisfaction
 - Solution – PLS working to minimize geographic issue e.g. May 10 trustee workshop has been taped and put on 2 DVDs that can be circulated through OWWL.
 - Also investigating possibility of streaming to computers.
 - Staff may not see the need for continuing education
 - One solution may involve a conversation between directors and staff regarding the need for and importance of continuing education.
 - *Idea – workshop on motivating your staff.
 - A specific need for training - sometimes the need is not apparent when the class/workshops are offered.
 - Solution for addressing at point of need – DVD taping and streaming may address this concern; also remember that you can contact Geneva for some training.
- ❖ Cassie has found that negative feedback can illuminate an issue that would not have otherwise been noticed. E.g. feedback from the former New Director Orientation highlighted the range of differing needs of incoming directors. Some had minimal experience and others had a greater range of experiences. From that feedback the process has been redesigned.
- ❖ Change takes time. Addressing libraries' differing needs and wishes, coupled with reality of not being able to do it all, PLS strives to obtain a balance within the system.
- ❖ Plan of Service DRAFT GOALS – see TWIKI <http://plum.pls-net.org/twiki/bin/view/Members/Meetings/SystemMeeting20120615> and the link to Draft Goals Statement.
 - DLD dictates the 'elements' around which the system must write its Plan of Service goal statements
 - Discussion around Element 3 – Resource Sharing – Delivery and 3 added words, *if funding allows*
 - Reality of costs.
 - How will politicians read? Are we writing goals with them in mind? No.
 - Fees are in the way of equal access (philosophical concerns with charging hold fees).
 - Some libraries have patrons coming from neighboring Monroe County where a hold fee is charged (\$1 per item).
 - Some patrons in proximity to neighboring PLS libraries return large batches of materials they picked up from the library down the road instead of returning to original pick up library
 - Some Monroe residents get an OWWL card just to access OWWL2go
 - 2C. Special Client Groups – Correctional Facilities. "Transitional services" refers to the Community Connections booklet that PLS publishes listing area organizations available to help inmates transition back into the community.
 - Element 5. Consulting and Development Services. This statement encompasses both trustees and member library staff.

- Element 8. Communication among Member Libraries e.g. more member library speakers at PLS system meetings, PLS notes, etc. to help achieve the goal
 - Element 9. Cooperative Efforts with Other Library Systems. i.e. RRLC cont. ed.
 - Element 11. Central Library Services. Tech support is the new reference, i.e. Chris Finger trainings
- ❖ Cassie will share next month the draft of Intended Results, Evaluation Methods and Suggested Activities surrounding the Goals.

They will be presented to the System Board at the Aug 8 meeting for review and comment and at the Sept Board meeting for approval, needs to be submitted to DLD Oct 1, 2012.

- ❖ Discussion: professional development & CE; recommended activities to raise satisfaction
- Less tech training; although Nook training was identified as good by one survey respondent
 - Patron behavior (how to deal with)
 - Authors
 - OWWL2go Training as point of need
 - Suggested and already implemented in some cases: streaming, recording and archived on Twiki (i.e. non-system initiated webinars)

How CE offered? How presented?

- More diversity of presenters, not same pool of directors. Investigate what other talents and skills others have, directors and staff.
- All can use better presentation skills for system staff and member libraries; “Presentation on Presentation Skills”?
- Appreciate variety of topics
- More post-training evaluations, they generate ideas for other training/presentations
- Cassie – any interest in facilities management training?
 - Spring or fall 2013, tour of rooms behind the scenes at libraries with discussion and demo of what to do and look for to address safety; develop list of disaster who-to-call
- Congratulations to PLS for finding programs that serve the greatest number of libraries
- Trustee workshops have evolved to awesome! —timely, good presenters, topics!
- How about an online suggestion box; when you think of a topic or experienced a good speaker you can submit a suggestion. E.g. Robert Schofield (good and expensive)
- Cassie willing to do presentations at library board meetings.
- Possible Google Plus 2 to address winter travel issues? Considerations: numbers of participants to make it affordable, can it be recorded/share screens, criteria for software, etc.
- Directors be more pro-active in carpooling; discussion opportunity in the drive.
- Central Library: CL brochure? Target staff, trustees, politicians, local gov’t; more 24/7 bookmarks; more visible location on PLS websites – CL Services; OWWL2go/tech – help docs, youtube content (make member library staff aware of how to access); Qwidget for AskUs 24/7 on owwl.org / owwl2go.owwl.org; get Qwidget on all member library pages

Trustee email listserv?

- Question on bottom of last trustee workshop for trustees – willing to share your email for purposes of receiving workshop notices and publishing TrusteeTalk?
 - Some trustees willing and one specified “for this purpose only”
- Do not want a repeat of situation whereby trustee emails, used without permission, by State Librarian, generated angry responses on NYLINE-T